

# Pensions Administration and Management Services

Barnett Waddingham LLP

## *An outstanding service*

Barnett Waddingham LLP's experienced and professional pensions administration team provides services to a growing portfolio of group occupational pensions schemes - defined contribution, defined benefit, hybrid, open, closed and those transferring to the Pensions Protection Fund.

### Balance

We help our clients achieve their goals by striking an appropriate balance between technology and people skills.

Technology has an important role to play in providing an accurate, efficient and secure service which is risk managed and cost effective. Our pensions administration software suite, BWebstream, has been developed by IT experts with a pensions background and driven by experienced administrators in order to meet these goals.



Our well-trained and qualified staff are highly motivated and, perhaps most importantly, take pride in their work and aim to achieve the highest standards.

All our staff are encouraged to take an interest in their clients' businesses. This helps us to provide a service which is appropriate to each client's needs.

In addition, all our administration services are provided by a single administration team dedicated to each client who take responsibility for all aspects of the administration of the pension scheme. Developing client relationships at all

levels and "knowing our client" is an extremely important part of Barnett Waddingham's service-based approach.

### Communication

Communication with members is a key issue. This is where trustees and employers can rely on our administrators to assist them in achieving their goals through effective communications.

Communication needs vary between individuals and groups of individuals. In our everyday work and when undertaking significant communication exercises, we use a variety of media from telephone calls, e-mail, paper and Braille statements through to professionally printed individual member booklets and electronic statements.

### Internet functionality

Secure communication via the internet is already popular and presents opportunities for a more flexible approach to working with employers, trustees and members. Internet access typically covers the following:

- member information
- reports
- membership reconciliations
- scheme management information
- scheme documentation
- support details

Clients can view their scheme data by logging in to our secure website at [www.bwebstream.com](http://www.bwebstream.com)

This website is maintained by Barnett Waddingham and provides our clients with real time access to our pension scheme membership database. Amendments to the data are immediately visible via the website.

## Example services

We provide the full range of administration services which include:

- membership record keeping
- benefit calculations and payments including electronic payments
- all regulatory reporting including e-filing
- full cash and accounting services including drafting the annual report and accounts
- data audits and data cleansing exercises, particularly where data originates from multiple sources
- internet functionality and links to other systems (such as H M Revenue & Customs)
- trustee secretarial services including meeting management

## Experience

Our 80 administration specialists have over 1,000 years of relevant pensions administration work experience between them. Our staff turnover is exceptionally low which means that we are able to provide continuity and have developed some excellent long term relationships with our clients.

The staff in each of our offices work closely with our pensions actuarial teams to ensure that both industry and scheme specific information is shared effectively for the benefit of our clients.

We have provided full administration services to group occupational pension schemes since 1993. Barnett Waddingham LLP also provides administration services to Small Self Administered Schemes (SSASs) and Self-Invested Personal Pension Schemes (SIPPS).

Our sister company, Barnett Waddingham Investments Limited, offers personal pension services to executives and corporate clients, in addition to providing other sophisticated executive remuneration and retirement tools and products.

## Summary

We are committed to achieving excellence in pensions administration.

For further details of Barnett Waddingham LLP's outstanding pensions administration service, please contact the head of pensions administration services in any of our offices.

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*This document contains an overview of selected Barnett Waddingham services and is not intended to be a comprehensive description. Barnett Waddingham LLP accepts no liability for any errors or omissions it may contain. Readers should take professional advice in relation to their own circumstances.*



Chalfont Court  
Hill Avenue  
AMERSHAM  
Bucks HP6 5BB  
Tel 01494 788100  
Fax 01494 788800

St James's House  
St James's Square  
CHELTENHAM  
GL50 3PR  
Tel 01242 538500  
Fax 01242 538501

163  
West George Street  
GLASGOW  
G2 2JJ  
Tel 0141 243 4400  
Fax 0141 243 4432

West Riding House  
67 Albion Street  
LEEDS  
LS1 5AA  
Tel 0113 394 3700  
Fax 0113 394 3760

Cunard Building  
Pier Head  
LIVERPOOL  
L3 1EG  
Tel 0151 235 6600  
Fax 0151 235 6640

Cheapside House  
138 Cheapside  
LONDON  
EC2V 6BW  
Tel 020 7776 2200  
Fax 020 7776 3800

[www.barnett-waddingham.co.uk](http://www.barnett-waddingham.co.uk)

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